From: Axon Evidence
To: Eligio Lara
Subject: Axon Service Update
Date: Monday, April 14, 2025 11:44:35 AM

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AXON SERVICE UPDATE

Incident Status:	*Active*
Approximate Start Time:	*04/14/2025 00:00 PDT (-8:00 UTC)*
Incident Type:	*Performance Degradation or Outage*
Product(s) Impacted:	*Axon Records, Axon Standards, Auto-Tagging*
Service(s) Impacted:	*3rd Party Integrations*
Region(s) Impacted:	*US State & Local Government*

There is currently an incident which may impact your use of our services. Our engineering teams are currently engaged and working to resolve. Progress is being made towards mitigation and some agencies may start to see impacted services be restored.

Impact:
During this period, users may experience delays in the following services:
- Axon Records (Call for service integrations and automatic report creation)
- Auto-Tagging
- CAD-based Remote Activation of Body Worn Cameras
- ALPR
- My90

Workaround:
Axon Records: any reports needed urgently will need to be created manually. If assistance is needed creating a report manually with a report number generated from the CAD system, please reach out to support.
Auto-Tagging: videos may be tagged manually if needed immediately.
CAD-based Remote Activation of Body Worn Cameras: videos will need to be started manually

Next Update:
We will be providing updates every 60 minutes or as the situation changes.

We appreciate your patience as we work to resolve this incident. If you have any questions, please contact our Support team.
Email: support@axon.com
North America: 1-800-978-2737 ext 4
UK: +44 1-327-709-666
Australia: 1-800-512-069
New Zealand: 1-800-005-161
Contact Us

Sincerely,

Axon
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